Time Zone - GMT (UTC +00)   17 January, 2025

[08:20:55] **John Pate** : Hi I'm locked out of my account. My Google account was deleted to get my verification code

[08:21:39] [Nithesh D. joined the chat]

[08:21:48] **Nithesh D.** : Hello, this is Nithesh here, I will assist you further.

[08:22:31] **John Pate** : Hi

[08:23:31] **Nithesh D.** : I am sorry that you are facing this issue.

Please provide me with your Namecheap username.

[08:23:50] **John Pate** : I am locked out of my account. It happened once before and you sent me a verification link to upload my ID to regain access. I have to get online my websites are expired and I need to pay my bill

[08:24:02] **John Pate** : Electrolips

[08:24:45] **John Pate** : And my Google account j40041302@gmail.com is deactivated. I have a new Google account.

[08:26:04] **Nithesh D.** : Please allow me 5-8 minutes to check the details.

[08:26:11] **John Pate** : Ok great

[08:31:13] **Nithesh D.** : I am back with you.

Thank you for your patience.

[08:31:18] **John Pate** : Ok

[08:31:19] **Nithesh D.** : In this case, I can temporarily whitelist the account for you which will help you to login without the verification code being triggered

[08:31:56] **John Pate** : That would be good . I need to pay my website bills. They are overdue

[08:32:01] **Nithesh D.** : Please follow this guide to change the email address once you are logged in.
https://www.namecheap.com/support/knowledgebase/article.aspx/425/43/how-do-i-update-the-email-address-on-my-profile/

You can also enable 2FA for your account by following the below guide.
https://www.namecheap.com/support/knowledgebase/article.aspx/9253/45/how-can-i-enabledisable-twofactor-authentication/

[08:32:15] **Nithesh D.** : I have whitelisted the account for you. The white-listing window lasts 1 day (24 hours). Please try to log in now.

Please log in to your account, change your email address, and let me know.

[08:33:21] **John Pate** : Ok great I'm in.

[08:33:23] [Contact details sent successfully.]

[08:33:41] **John Pate** : I'm changing my email now. Hold on one second.

[08:36:16] **Nithesh D.** : Sure.

Please take your time.

[08:41:25] **John Pate** : It's not verifying the change of email address

[08:43:03] **Nithesh D.** : Can you please specify the error you are facing?

[08:44:19] **John Pate** : It tells me to click a verification link and then this brave browser activated that I don't use. I had to uninstall brave browser. Hold on. The link I posted in Firefox.

[08:45:54] **John Pate** : I don't think it changed my email

[08:46:25] **John Pate** : It keeps running me through the process but my email is still j40041302@gmail.com . I don't understand